

ABSTRACT

A method and system for returning, including exchanging, items provided by remote providers, such as e-tailers, catalog sellers, and direct merchants.

5 Returnees access the remoter provider servers or a returns server to initiate the return process. Data is received regarding the returnee and the item condition. A return ticket, including a coded identifier, is transmitted, based on the data received, along with locations of extension stores. The returnee returns the item to an extension store, which is connected via a network and the returns server to the remote provider servers. The coded identifier is read at the extension store, and
10 communicated information regarding the item is used to determine return. Other features include a reverse auction for some returned items, direct shipment of returned items to other customers, and warehousing of returned items. Returnees and others are also able to purchase items with many payment forms via the extension stores.